

DTS Enterprise Incident Report

As of 2/1/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
AGRC	11	11
	1	1
Customer Company Total	11	11
	1	1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
AGRC	11	11
	4	4
Customer Company Total	11	11
	4	4

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
AGRC	11 1.32	11 1.32
Customer Company Total	11 1.32	11 1.32

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
AGRC	11 6	11 6
Customer Company Total	11 6	11 6

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
AGRC	11 18.76	11 18.76
Customer Company Total	11 18.76	11 18.76

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Detail

INC000000234518	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	Error AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.81 98.79
INC000000236014	David Buell Capitol Desktop Support	PC/Laptop Peter Musser	Error AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.64 20.00
INC000000239941	Spencer Jenkins Capitol Desktop Support	PC/Laptop Peter Musser	Error AGRC	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.85
INC000000242282	Sean Fernandez Metro D North Desktop Support	Network Robert Stock	Incident AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.36
INC000000242287	Sean Fernandez Metro D North Desktop Support	Network Robert Stock	Incident AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.31
INC000000244905	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	Performance AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.93 32.00
INC000000245874	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	Hardware AGRC	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.89 10.17
INC000000248219	Matt Peters Capitol Desktop Support	Network Brian Bintz	Error AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.14 28.55
INC000000248683	Matt Peters Help Desk	Application Brenda Treadway	None AGRC	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000250458	Matt Peters Capitol Desktop Support	Network Brian Bintz	Error AGRC	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 2.51
INC000000252349	Barry Biediger Capitol Hosting	Application Shawn Lowry	None AGRC	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.78